

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

ACCOUNT CONSULTANT

DEFINITION

This job classification is used only by the Iowa Communications Network.

Manages all aspects of relationships with key customers, including needs analysis, account planning and development of relationships with key buying influencers; sells products/services to customers by leading the client relationship process for assigned accounts; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Owns accounts for all but the largest/most strategic accounts ('target accounts') and maintains/grows revenue for assigned accounts by developing necessary strategies and plans.

Manages projects, including plan development, resource allocation and management, configuration management, change management, issue management and risk management.

Leads/executes bidding process from evaluation of RFP requirements to production of the final documents for submission.

Identifies, develops and provides complex technology solutions that solve customer's enterprise communication needs, present to customer and work with internal organization to deliver results.

Works with key internal agency staff to assure effective new product development to meet key customer needs.

Collaborates with management to establish annual and quarterly forecasts and objectives for gross margin objectives. Responsible for pricing and the proposal of high tech solutions to meet customer's needs. These proposals must be accurate to maintain needed gross margin by product line.

Maintains a pipeline of qualified sales opportunities and manage the sales step processes to assure a high probability of successful closure.

Coordinates with internal service/support personnel delivery of all service orders in an accurate and timely manner.

COMPETENCIES REQUIRED

Knowledge of ROI (Return on Investment) tools and financial modeling as part of a sales process.

Knowledge of information technology terms, applications, and shared service trends including an understanding of data collection and reporting systems.

Skill in business development, negotiation and influencing customers.

Skill in forecasting/closing and executive level presentations.

Ability to handle multiple projects simultaneously, deal with changing priorities and to complete tasks in a timely manner.

Ability to read, interpret and process complex technical issues, diagrams, manuals, tariffs and procedures and to evaluate/develop complex commercial business services in information technology industries for government procurement.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university with a Bachelor's Degree and experience equal to four years of full-time work as an account manager, account executive or equivalent sales/technical experience within the telecommunications or information technology field;

OR

an equivalent combination of education and experience substituting one year of full-time telecommunication sales or information technology work for each year of the required education with a maximum substitution of four years.

Effective Date: 09/12 BR